

# South Holland Public Library

## 16.0 Job Descriptions



### 16.0 Job Descriptions

Job descriptions detail the layout and important aspects of a job. They are used in many aspects of employment.

- Job descriptions help in pinpointing staffing requirements and gaps as well as in identifying overstaffing or superfluous positions.
- Recruiting and hiring are more effective since the job description provides a clear picture of the requirements necessary to identify and select the best candidate for the job.
- A new employee with an accurate, well-written job description to review is able to understand more fully the expectations of the supervisor.
- Job descriptions can clarify which jobs are truly similar and which jobs warrant different pay levels because they require different levels of skill, knowledge, or responsibility. It also helps to ensure that employees performing jobs with similar levels of skill, effort, and responsibility are paid equitably.
- The expectation of performance is established by identifying the duties and responsibilities for a position. These performance standards are important factors when evaluating an employee's readiness for pay increases, promotions, succession opportunities, etc.
- Job descriptions reveal the relationship among library jobs and the education, experience, or skills needed to advance from one job to another.
- Understanding the requirements of the job enables the library to determine what skills employees currently have and what are required to perform their current jobs more competently.

# South Holland Public Library

## 16.0 Job Descriptions



**16.1 JOB TITLE: Library Director**  
**DEPARTMENT: Administration**  
**REPORTS TO: Board of Library Trustees**  
**SUPERVISES: All Library Employees**

### **POSITION SUMMARY:**

This exempt, full-time position is responsible for day-to-day library operations. The Library Director deals responsibly with user problems and emergencies to maintain a safe and pleasant work environment.

### **Responsibilities and Duties:**

- Provides friendly, courteous and accurate service to all users.
- Provides leadership in the library.
- Responds to user requests, suggestions and complaints in a timely manner.
- Initiates, plans, supervises and evaluates operations, activities and services of the library
- Advocates for the library by serving as the official representative of the library in the community and throughout the library field and by speaking before community, civic and other groups about the library's services.
- Establishes and maintains effective working relationships with library users, other governmental agencies, civic and community groups and the general public.
- Develops staff job descriptions, recommends and administers personnel policies involving hiring, evaluating, promoting and terminating staff.
- Directly supervises the Management Team; indirectly supervises all library employees.
- Defines expectations for staff performances, oversees and implements the staff evaluation process.
- Promotes staff morale through communication, staff meetings, in-service programs and staff trainings.
- Supervises and encourages continuing education for staff.
- Attends Library Board meetings and committee meetings and serves as a resource for the Library Board.
- Develops and submits an annual budget and monthly financial reports to the Library Board.
- Develops and submits monthly and annual service reports to the Library Board.
- Formulates and recommends policies to the Library Board and implements Board-adopted policies and library procedures.
- Develops and administrators strategic, capital, disaster and building plans for the library.
- Monitors and approves appropriations and expenditures.
- Prepares legal documents, oversees the filing of required documents and publishing of required notices.
- Develops and oversees grant proposals and submissions.
- Creates, organizes and implements solicitation of donations and/or gifts to the library, reviews and acknowledges receipt of donations and/or gifts.

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- Monitors, oversees and evaluates the cost and adequacy of insurance coverage, services provided by insurance companies, insurance proposals and makes recommendations to the Library Board.
- Oversees automation and technology needs and maintenance of the library, implements new technology as appropriate.
- Attends library and professional meetings and participates in regional and statewide professional activities.
- Complies with all library and personnel rules and regulations.
- Performs other work as assigned.

### **Knowledge, Skills and Abilities:**

- Knowledge of library philosophies, practices, procedures and technologies.
- Ability to set priorities, make decisions, and exercise discretion with users and staff members.
- Ability to think analytically and to exercise initiative.
- Ability to prioritize work, meet established deadlines, delegate duties and attend to details as appropriate.
- Ability to handle multiples and simultaneous tasks.
- Ability to develop and implement policies and procedures.
- Ability to establish and maintain effective relationships with staff members, government officials, community leaders, users, and the media.
- Ability to hire, train, supervise, discipline and evaluate staff members at all levels of experience.
- Ability to work effectively on a team.
- Knowledge of library budgetary and fiscal practices; library law; Freedom of Information Act (FOIA) and Open Meetings Act (OMA) regulations; and state library standards.
- Knowledge of computers and the Internet, especially integrated library systems software, Microsoft Office products and other relevant software programs.
- Ability to communicate effectively, both in writing and verbally, and to prepare and present reports and other information in the appropriate format.
- Ability to work the hours needed to complete the responsibilities of the Library Director.
- Ability to bend, stoop, and lift up to 20 pounds to access library areas and materials.

### **Qualifications:**

- MLS from an ALA accredited program.
- Five (5) years library supervisory experience or two (2) years public library director or assistant library director experience.
- Reads, understands, writes legibly and speaks articulately in English.
- Position requires day, evening and weekend hours.
- Access to transportation.

# South Holland Public Library

## 16.0 Job Descriptions



**16.2 JOB TITLE: Business Manager**  
**DEPARTMENT: Administration**  
**REPORTS TO: Library Director**  
**SUPERVISES: Maintenance and Custodial Staff**

### **POSITION SUMMARY:**

This exempt, full-time position is responsible for office management, records management, building management and public accounting functions of the library in conformance with library policies and procedures.

### **Responsibilities and Duties:**

- Provides friendly, courteous and accurate service to all users.
- Responsible for accounts payable including obtaining invoice approval, assigning appropriate expense fund, and entering expenses in *Year-to-Date Expenditure* report.
- Submits monthly summary and invoices to the Village Accounts Payable Clerk for check processing and distribution.
- Responsible for cash receipts including auditing and depositing monies from fines, lost materials payments, donations, copier/print/fax monies, notary fees, and other miscellaneous funds; and entering revenue in *Year-to-Date Revenue* report.
- Responsible for semi-monthly bank deposits.
- Submits bank deposit slips and fund summary to the Village Treasurer.
- Reconciles monthly *Check Register*, *Budget Comparison Analysis* and *Balance Sheet* received from the Village Treasurer.
- Prepares all financial reports requested by the Library Director for the Board and Department Managers.
- Responsible for vendor files and communications.
- Administers and maintains petty cash account.
- Assists the Library Director with preparation of the annual budget.
- Monitors expenditures to stay within budget limits.
- Provides detailed documentation as requested by the independent auditor.
- Assists with the library newsletter.
- Oversees the memorial book donation program.
- Prepares the monthly Board packet.
- Takes minutes at all Board meetings and other meetings as needed.
- Monitors records management and disposal.
- Purchases office supplies, furniture, equipment, etc. as needed.
- Hires, trains, evaluates, supervises and manages Maintenance and Custodial staff.
- Manages facility and equipment maintenance.
- Purchases custodial and building supplies.
- Responsible for acquiring and maintaining building maintenance contracts.
- Manages building projects as assigned by the Library Director.
- Assists the Library Director in the development of departmental goals and objectives.

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- Recommends, develops, implements and evaluates plans for the Business Office and Maintenance and Custodial staff.
- Maintains library statistics over time in order to prepare monthly and annual reports for the Library Director.
- Assists in the development of the department and building budgets and oversees appropriate expenditure of funds.
- Creates and maintains the Business Manager procedure manual.
- Attends continuing education and networking events.
- Acts as person-in-charge with other management team members in the absence of the Library Director.
- Maintains appropriate communication and attitude with trustees, library staff, users and vendors.
- Assists in maintaining an appropriate atmosphere in the library.
- Works with the Library Director and other department heads on strategic planning and other library-wide issues, initiatives and events.
- Complies with all library and personnel rules and regulations.
- Performs other work as assigned.

### **Knowledge, Skills and Abilities:**

- Knowledge of professional standards and best practices in public accounting, office management, and records management.
- Knowledge of Freedom of Information Act (FOIA) and Open Meetings Act (OMA) regulations.
- Ability to work primarily in a workstation environment requiring extensive periods of sitting, using a computer keyboard and reading a computer monitor.
- High level of mathematical skills.
- Excellent organizational skills and attention to detail.
- Ability to work independently.
- Ability to remain calm under pressure.
- Ability to multi-task while ensuring meticulous accuracy.
- Ability to handle confidential and sensitive information with discretion, tact and diplomacy.
- Ability to supervise others and manage a department.
- Ability to exercise initiative and to make independent decisions.
- Ability to use sound judgement and logical reasoning in resolving problems.
- Possesses interpersonal skills to work effectively with a variety of audiences.
- Ability to work effectively on a team.
- Knowledge and experience in the use of library equipment and computer programs. This includes electronics, telephone, and copy machine.
- Advanced knowledge of Microsoft Excel and experience in other MS Office components.
- Ability to develop and implement policies and procedures.

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- Ability to communicate effectively, both in writing and verbally, and to prepare and present reports and other information in the appropriate format.
- Ability to work the hours needed to complete the responsibilities of the Business Manager.
- Ability to reach, bend, stoop and lift up to 20 pounds and access library areas and materials.

### **Qualifications:**

- Associate degree or above in accounting, bookkeeping or related field.
- Minimum of four (4) years of accounting, bookkeeping or related field work experience.
- Minimum of two (2) years of supervisory experience.
- Minimum one (1) year work experience with Microsoft Excel.
- Reads, understands, writes legibly and speaks articulately in English.
- Position requires day hours and some evening and weekend hours.
- Access to transportation.

# South Holland Public Library

## 16.0 Job Descriptions



**16.3 JOB TITLE: Maintenance Assistant**  
**DEPARTMENT: Administration**  
**REPORTS TO: Business Manager**

**POSITION SUMMARY:**

This non-exempt, part-time position is responsible for repairs, major cleaning and maintenance of the interior and exterior of the building.

**Responsibilities and Duties:**

- Provides friendly, courteous and accurate service to all users.
- Notifies Business Manager of needed supplies.
- Responds to emergencies 24/7.
- Monitors HVAC, electrical and water systems.
- Performs minor repairs and various exterior and interior projects.
- Assembles furniture and moves items.
- Replaces interior and exterior light bulbs and ballasts.
- Checks Custodians work.
- Maintains maintenance closet in a clean and uncluttered condition.
- Cleans back and front entrances.
- Empties all outside trash cans.
- Empties all recycle bins.
- Keeps janitor's closet stocked with supplies.
- Breaks down boxes.
- Checks for ample supply of library bags.
- Checks notebook daily for special projects.
- Sweeps and mops back office floors.
- Vacuums all carpeted areas.
- Vacuums runner at the back office door.
- Cleans interior window sills.
- Dusts window seats.
- Shakes all fire extinguishers, initials and dates the tag monthly.
- Mops and waxes Teen Room, tile areas in the Youth Services Department, and North meeting room kitchen.
- Shampoos mats at the front and back entrances.
- Washes out trash containers especially where food is discarded.
- Cleans HVAC grills.
- Washes all interior/exterior windows twice a year.
- Cleans blinds twice a year.
- Maintains appropriate communication and attitude with library staff and users.
- Complies with all library and personnel rules and regulations.
- Performs other work as assigned.

# South Holland Public Library

## 16.0 Job Descriptions



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### Knowledge, Skills and Abilities:

- Ability to work independently.
- Ability to exercise initiative and make independent decisions.
- Ability to use sound judgement and logical reasoning to resolve problems.
- Ability to work effectively on a team.
- Demonstrated knowledge of maintenance equipment and products.
- Ability to communicate effectively.
- Ability to work the hours needed to complete the responsibilities of the Maintenance Assistant.
- Ability to reach, bend, stoop and lift up to 40 pounds and access library areas.

### Qualifications:

- High school diploma or GED.
- Minimum of two (2) years maintenance experience required.
- Reads, understands, writes legibly and speaks articulately in English.
- Position requires day, evening and weekend hours.
- Access to transportation.



# South Holland Public Library

## 16.0 Job Descriptions



**16.4 JOB TITLE: Custodian**  
**DEPARTMENT: Administration**  
**REPORTS TO: Business Manager**

### **POSITION SUMMARY:**

This non-exempt, part-time position is responsible for cleaning the library.

### **Responsibilities and Duties:**

- Provides friendly, courteous and accurate service to all users.
- Notifies Business Manager of needed supplies.
- Maintains janitorial closet in a clean and uncluttered condition.
- Empties all waste receptacles, recycling bins and paper shredders into outside containers.
- Cleans and sanitizes drinking fountains.
- Spot cleans glass smudges on glass.
- Dusts and cleans table tops and counters.
- Dust mops, sweeps and wet mops all uncarpeted floors, including foyers, entryways, Teen Room, tile areas in the Youth Services Department, and North meeting room kitchen.
- Vacuums.
- Cleans all bathroom sinks and counter tops.
- Cleans and scrubs interior/exterior of toilets and around toilet base.
- Cleans and polishes bathroom and kitchen fixtures and stainless steel containers.
- Cleans all bathroom mirrors.
- Cleans all restroom stall doors and partitions.
- Refills all soap dispensers.
- Refills all paper product dispensers.
- Damp scrubs sinks, tables and counters in kitchens.
- Dusts newspaper and magazine racks and all other furniture.
- Thoroughly cleans and sanitizes rear stall walls in all bathrooms.
- Sweeps and mops public restrooms.
- Vacuums and cleans walls of elevator.
- Dusts and removes cobwebs from ceiling areas.
- Washes out all trash containers.
- Dusts lighting fixtures and polishes wooden office furniture.
- Washes all interior windows twice a year.
- Complies with all library and personnel rules and regulations.
- Performs other work as assigned.

### **Knowledge, Skills and Abilities:**

- Ability to work independently.
- Ability to exercise initiative and make independent decisions.
- Ability to use sound judgement and logical reasoning to resolve problems.
- Demonstrated knowledge of cleaning equipment and products.

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## 16.0 Job Descriptions



- Ability to work the hours needed to complete the responsibilities of the Custodian.
- Ability to reach, bend, stoop and lift up to 40 pounds and access cleaning areas.

### **Qualifications:**

- High school diploma or GED.
- Custodial work experience preferred.
- Reads, understands, writes legibly and speaks articulately in English.
- Position requires day, evening and weekend hours.

# South Holland Public Library

## 16.0 Job Descriptions



**16.5 JOB TITLE: Head of Circulation Services**  
**DEPARTMENT: Circulation Services**  
**REPORTS TO: Library Director**  
**SUPERVISES: All Circulation Services Department Employees**

### **POSITION SUMMARY:**

This exempt, full-time position is responsible for the supervision of all circulation service functions in conformance with library policies, procedures and professional standards.

### **Responsibilities and Duties:**

- Provides friendly, courteous and accurate service to all users.
- Hires, trains, evaluates, supervises and manages Circulation Services staff.
- Manages all functions and activities of the Circulation Department.
- Maintains patron records.
- Maintains billing records.
- Performs circulation, interlibrary loan and reciprocal borrowing functions.
- Responsible for billing and collection activities of the department.
- Maintains circulation statistics over time in order to prepare monthly and annual reports for the Library Director.
- Assists in the development of department budget and oversees appropriate expenditures of funds.
- Recommends, develops, implements and evaluates plans for Circulation Services.
- Maintains technical proficiency in SWAN practices for patron records, interlibrary loan and all other circulation functions.
- Responsible for maintaining patron records, billings and receipts according to library standards and policies.
- Resolves problems with patron records, billing, etc.
- Provides services to the homebound and resident facilities in the community.
- Oversees interlibrary loan and photocopy requests.
- Assists with interlibrary loan as needed.
- Scheduled at the Circulation Desk on an as needed basis.
- Attends continuing education and networking events.
- Coordinates the effective marketing of the Circulation Services Department through the library's newsletter, website, social media, and traditional media.
- Oversees the recruiting, scheduling and activities of volunteers in Circulation Services.
- Represents the South Holland Public Library in the community and at events.
- Develops and maintains regular communication with nursing and other residential facilities, community groups, business organizations and other user groups.
- Acts as person-in-charge with other management team members in the absence of the Library Director.
- Works with the Library Director and other department heads on strategic planning and other library-wide issues, initiatives and events.

# South Holland Public Library

## 16.0 Job Descriptions



- Assists in maintaining an appropriate atmosphere in the library.
- Creates and maintains Circulation procedure manual.
- Complies with all library and personnel rules and regulations.
- Performs other work as assigned.

### **Knowledge, Skills and Abilities:**

- Knowledge of professional library standards and best practices in circulation and outreach services.
- Ability to set priorities, make decisions, and exercise discretion with users and staff members.
- Ability to exercise initiative and make independent decisions.
- Ability to meet established deadlines, delegate duties and attend to details as appropriate.
- Ability to develop and implement policies and procedures.
- Ability to supervise and manage a department.
- Knowledge of integrated library systems.
- Knowledge of computers and the Internet, Microsoft Office products and other relevant software programs.
- Ability to communicate effectively, both in writing and verbally, and to prepare and present reports and other information in the appropriate format.
- Ability to work effectively on a team.
- Ability to work the hours needed to complete the responsibilities of the Head of Circulation Services.
- Ability to reach, bend, stoop and lift up to 20 pounds and access library areas and materials.

### **Minimum Qualifications:**

- Minimum of four (4) years of public library experience in a circulation services position.
- College coursework in Library Science preferred.
- Supervisory experience preferred.
- Reads, understands, writes legibly and speaks articulately in English.
- Position requires day, evening and weekend hours.
- Access to transportation.

# South Holland Public Library

## 16.0 Job Descriptions



**16.6 JOB TITLE: Circulation Assistant**  
**DEPARTMENT: Circulation Services**  
**REPORTS TO: Head of Circulation Services**  
**SUPERVISES: Circulation Clerks and Pages**

### **POSITION SUMMARY:**

This non-exempt, full-time or part-time position is responsible for providing circulation services to users and supervising Circulation Clerks and Pages in the absence of the Head of Circulation Services.

### **Responsibilities and Duties:**

- Provides friendly, courteous and accurate service to all users.
- Supervises and manages Circulation Services staff in the absence of the Head of Circulation.
- Maintains patron and billing records.
- Performs circulation, interlibrary loan and reciprocal borrowing functions.
- Resolves problems that arise with patron records and other circulation functions.
- Maintains various statistics as directed by the Head of Circulation Services.
- Works at the Circulation Desk as needed.
- Counts and records daily fines and other cash receipts.
- Assists in the cleaning and shelving of music CDs, DVDs, Blu-rays, magazines and newspapers.
- Attends continuing education and networking events.
- Assists in maintaining an appropriate atmosphere in the library.
- Helps maintain a procedure manual for the department.
- May serve on internal library committees.
- Complies with all library and personnel rules and regulations.
- Performs other work as assigned.

### **Knowledge, Skills and Abilities:**

- Knowledge of circulation practices, procedures and techniques.
- Ability to set priorities, make decisions, and exercise discretion with users and staff members.
- Ability to prioritize work and meet established deadlines.
- Ability to handle multiple and simultaneous tasks.
- Ability to supervise Circulation staff members.
- Knowledge of the Dewey decimal system, integrated library systems, and circulation policies and procedures.
- Knowledge of computers and the Internet, Microsoft Office products and other relevant software programs.
- Ability to communicate effectively, both in writing and verbally.
- Ability to work effectively on a team.

# South Holland Public Library

## 16.0 Job Descriptions



- Ability to work the hours needed to complete the responsibilities of the Circulation Assistant.
- Ability to reach, bend, stoop and lift up to 20 pounds and access library areas and materials.

### **Minimum Qualifications:**

- High school diploma.
- Minimum of two (2) years of public library experience.
- Reads, understands, writes legibly and speaks articulately in English.
- Position requires day, evening and weekend hours.
- Access to transportation.

# South Holland Public Library

## 16.0 Job Descriptions



**16.7 JOB TITLE: Interlibrary Loan Assistant**  
**DEPARTMENT: Circulation Services**  
**REPORTS TO: Head of Circulation Services**

### **POSITION SUMMARY:**

This non-exempt, full-time position is responsible for handling material requests, reserve functions, providing circulation services to users, and may provide supervision for the department when the Circulation Assistants or the Head of Circulation Services is absent.

### **Responsibilities and Duties:**

- Provides friendly, courteous and accurate service to all users.
- Responsible for all incoming and outgoing SWAN interlibrary loan requests and materials.
- Responsible for placing, processing and returning holds for all users, including reciprocal borrowers.
- Prints daily pick list and processes materials to fulfill requests.
- Checks newly processed material for holds.
- Processes and places holds for materials requested from non-SWAN databases.
- Maintains holds shelf by removing expired holds.
- Maintains interlibrary loan files and supplies.
- Responsible for facilitating interlibrary loan and reciprocal borrowing bills between libraries.
- May assist in supervising Circulation Services staff in the absence of the Circulation Assistants or the Head of Circulation.
- May assist in resolving problems that arise with patron records and other circulation functions.
- May assist in maintaining patron and billing records.
- May count and record daily fines and other cash receipts.
- Maintains various statistics as directed by the Head of Circulation Services.
- Works at the Circulation Desk as needed.
- May assist in the cleaning and shelving of music CDs, DVDs, Blu-rays, magazines and newspapers.
- Attends continuing education events.
- Assists in maintaining an appropriate atmosphere in the library.
- Helps maintain a procedure manual for the department.
- May serve on internal library committees.
- Complies with all library and personnel rules and regulations.
- Performs other work as assigned.

### **Knowledge, Skills and Abilities:**

- Knowledge of circulation and interlibrary loan practices, procedures and techniques.
- Ability to set priorities, make decisions, and exercise discretion with users and staff members.

# South Holland Public Library

## 16.0 Job Descriptions



- Ability to prioritize work and meet established deadlines.
- Ability to handle multiple and simultaneous tasks.
- Ability to supervise Circulation staff members.
- Knowledge of the Dewey decimal system, integrated library systems, and circulation policies and procedures.
- Knowledge of computers and the Internet, Microsoft Office products and other relevant software programs.
- Ability to communicate effectively, both in writing and verbally.
- Ability to work effectively on a team.
- Ability to work the hours needed to complete the responsibilities of the Interlibrary Loan Assistant.
- Ability to reach, bend, stoop and lift up to 20 pounds and access library areas and materials.

### **Minimum Qualifications:**

- High school diploma.
- Minimum of two (2) years of public library experience.
- Reads, understands, writes legibly and speaks articulately in English.
- Position requires day, evening and weekend hours.
- Access to transportation.



# South Holland Public Library

## 16.0 Job Descriptions



**16.8 JOB TITLE: Circulation Clerk**  
**DEPARTMENT: Circulation Services**  
**REPORTS TO: Head of Circulation Services**

### **POSITION SUMMARY:**

This non-exempt, part-time position is responsible for providing circulation services to users.

### **Responsibilities and Duties:**

- Provides friendly, courteous and accurate service to all users.
- Works at the Circulation Desk 75-100% of scheduled work time.
- Performs all automated circulation functions accurately and efficiently.
- Issues library cards, checks materials in and out, and renews materials.
- Retrieves materials as needed.
- Cleans and shelves CDs, DVDs, Blu-rays, magazines and newspapers.
- Handles routine issues and answers a variety of questions at the Circulation Desk.
- Notifies users about reserved, overdue and missing materials.
- Inspects incoming material for damages and handles according to procedures.
- Answers the phone and provides general information and accurately transfers calls.
- Reads library newsletters to give users information on activities.
- Shelves new books.
- Maintains a clean and well-organized circulation area and desk.
- Assists in shelf reading and shelving of materials in the absence of pages and as needed.
- Performs opening and closing procedures.
- Attends continuing education events.
- Complies with all library and personnel rules and regulations.
- Performs other work as assigned.

### **Knowledge, Skills and Abilities:**

- Ability to learn computerized circulation functions and procedures.
- Ability to work courteously with the public and exercise discretion.
- Possesses basic keyboard and mouse skills.
- Ability to answer the phone.
- Ability to learn the Dewey Decimal system, integrated library systems, and circulation policies and procedures.
- Ability to operate a cash register and make change.
- Ability to communicate effectively.
- Flexibility to handle multiple tasks and assist users simultaneously.
- Ability to pay attention to detail.
- Ability to work effectively on a team.
- Ability to work the hours needed to complete the responsibilities of the Circulation Clerk.
- Ability to stand for extended periods of time.

# South Holland Public Library

## 16.0 Job Descriptions



- Ability to reach, bend, stoop and lift up to 20 pounds and access library areas and materials.

### **Minimum Qualifications:**

- High school diploma.
- Reads, understands, writes legibly and speaks articulately in English.
- Position requires day, evening and weekend hours.
- Access to transportation.

# South Holland Public Library

## 16.0 Job Descriptions



**16.9 JOB TITLE: Circulation Page**  
**DEPARTMENT: Circulation Services**  
**REPORTS TO: Head of Circulation Services**

**POSITION SUMMARY:**

This non-exempt, part-time position is responsible for shelving all library materials.

**Responsibilities and Duties:**

- Provides friendly, courteous and accurate service to all users.
- Shelves all materials in the Public Services Department.
- Reads shelves to keep materials in order.
- Sorts materials accurately by classifications.
- Shifts materials as needed.
- Picks up and shelves materials left on tables and carts.
- Dusts and cleans shelves and display racks.
- Assists users with directional questions.
- Helps maintain a clean, neat and orderly department.
- Maintains appropriate communication and attitude with library staff and users.
- Complies with all library and personnel rules and regulations.
- Performs other work as assigned.

**Knowledge, Skills and Abilities:**

- Ability to work courteously with the public and exercise discretion.
- Ability to work independently and carry out written and oral instruction.
- Ability to alphabetize and learn the library classification system.
- Ability to refer questions appropriately.
- Ability to work effectively on a team.
- Ability to work the hours needed to complete the responsibilities of the Circulation Page.
- Ability to stand for extended periods of time.
- Ability to move loaded book carts.
- Ability to reach, bend, stoop and lift up to 20 pounds and access library areas and materials.

**Minimum Qualifications:**

- Must be at least 16 years of age.
- Reads, understands, writes legibly and speaks articulately in English.
- Position requires day, evening and weekend hours.

# South Holland Public Library

## 16.0 Job Descriptions



**16.10 JOB TITLE: Technology Coordinator**  
**DEPARTMENT: Information Technology**  
**REPORTS TO: Library Director**  
**SUPERVISES: All Information Technology Employees**

### **POSITION SUMMARY:**

This exempt, full-time position is responsible for providing maintenance and administration of the automated systems of the library, in consultation with outside technology vendors when needed.

### **Responsibilities and Duties:**

- Provides friendly, courteous and accurate service to all users.
- Hires, trains, evaluates, supervises and manages Information Technology staff.
- Recommends, develops, implements and evaluates plans for technology.
- Creates and maintains department procedure manuals and service logs.
- Keeps statistics for the local area network, printing and vending equipment, Internet connections, SWAN, social media and other automated systems of the library in order to prepare monthly and annual reports for the Library Director.
- Assists in the development of department budget and oversees appropriate expenditure of funds.
- Develops and oversees grant proposals related to library technology.
- Responsible for the daily maintenance, coordination and operation of the local area network, Internet connection, SWAN and online catalogs, databases and other third party services.
- Installs and configures hardware, software and upgrades to automated systems.
- Responsible for the installation, operation and maintenance of the library's audiovisual systems, telephone system, copiers, printers, fax machines, scanners and multi-function equipment.
- Coordinates and provides system support through troubleshooting, diagnosis and resolution of problems in the operation of the network, workstations, telephone and audiovisual systems.
- Coordinates and manages repairs to equipment.
- Maintains an inventory of equipment, software, and automated systems.
- Coordinates and manages third party vendor contracts for technology services.
- Implements and maintains security and backup standards to protect hardware, software, data and access to same.
- Develops and maintains the library's website.
- Attends continuing education and networking events.
- Assists the Library Director in the development of departmental goals and objectives.
- Acts as person-in-charge with other management team members in the absence of the Library Director.
- Maintains appropriate communication and attitude with library staff, users and vendors.

# South Holland Public Library

## 16.0 Job Descriptions



- Assists with developing plans for marketing the library's programs and services through the library's newsletter, website, social media and other resources.
- Assists in maintaining an appropriate atmosphere in the library.
- Works with the Library Director and other department heads on strategic planning and other library-wide issues, initiatives and events.
- Complies with all library and personnel rules and regulations.
- Performs other work as assigned.

### **Knowledge, Skills and Abilities:**

- Extensive experience with network management, PC and Apple hardware and software, website development and social media.
- Extensive knowledge of Windows Server environments, Hyper-V environments, Windows and MacOS operating systems, MS Office, various web browsers, HTML, PHP, and scripting.
- Knowledge of desktop publishing and graphic design.
- Excellent organizational skills with strict attention to detail.
- Ability to work primarily in a workstation environment requiring extensive periods of sitting, using a computer keyboard and reading a computer monitor.
- Ability to supervise others and manage a department.
- Ability to exercise initiative and to make independent decisions.
- Ability to use sound judgement and logical reasoning in resolving problems.
- Possesses interpersonal skills to work effectively with a variety of audiences.
- Ability to exercise discretion with users and staff members.
- Ability to develop and implement policies and procedures.
- Ability to communicate effectively, both in writing and verbally, and to prepare and present reports and other information in the appropriate format.
- Ability to work effectively on a team.
- Ability to work the hours needed to complete the responsibilities of the Technology Coordinator.
- Ability to reach, bend, stoop and lift at least 40 pounds and access library areas and materials.

### **Minimum Qualifications:**

- Bachelor degree in Computer Science or other technology-related field.
- Network certifications preferred.
- Minimum of two (2) years in a Windows Network environment.
- Experience in a library environment preferred.
- Reads, understands, writes legibly and speaks articulately in English.
- Position requires day, evening and weekend hours.
- Access to transportation.

# South Holland Public Library

## 16.0 Job Descriptions



**16.11 JOB TITLE: Technology Assistant**  
**DEPARTMENT: Information Technology**  
**REPORTS TO: Technology Coordinator**

### **POSITION SUMMARY:**

This non-exempt, full-time or part-time position provides maintenance of the automated systems of the Library.

### **Responsibilities and Duties:**

- Provides friendly, courteous and accurate service to all users.
- Maintains the local area network, Internet connection, SWAN and online catalogs, databases and other third party services.
- Provides troubleshooting a support to the users of the library computers and equipment.
- Assists with installation and configuration of hardware, software and upgrades to automated systems.
- Assists with the operation and maintenance of the library's audiovisual systems and equipment.
- Maintains library copiers, printers, fax machines, scanners and multi-function equipment.
- Provides system support through troubleshooting, diagnosis and resolution of problems in the operation of the network, workstations, telephone and audiovisual systems.
- Repairs equipment as needed.
- Helps implement and maintain security and backup standards to protect hardware, software, data and access to the same.
- Provides technology training to the staff.
- Attends continuing education events.
- Maintains appropriate communication and attitude with library staff, users and vendors.
- Assists in maintaining an appropriate atmosphere in the library.
- Complies with all library and personnel rules and regulations.
- Performs other work as assigned.

### **Knowledge, Skills and Abilities:**

- Experience with server installation and maintenance, network management, PC and Apple hardware and social media.
- Knowledge of Windows Server environments, Hyper-V environments, Windows and MacOS operating systems, MS Office, various web browsers, HTML, PHP, and scripting.
- Excellent organizational skills with strict attention to detail.
- Ability to work primarily in a workstation environment requiring extensive periods of sitting, using a computer keyboard and reading a computer monitor.
- Ability to exercise discretion with users and staff members.
- Ability to work independently.

# South Holland Public Library

## 16.0 Job Descriptions



- Ability to work effectively on a team.
- Ability communicate effectively, both in writing and verbally.
- Ability work the hours needed to complete the responsibilities of the Technology Assistant.
- Ability to reach, bend, stoop and lift at least 40 pounds and access library areas and materials.

### **Minimum Qualifications:**

- Bachelor degree in Computer Science or other technology-related field.
- Recent network administration experience in a Windows environment essential.
- Network certifications preferred.
- Reads, understands, writes legibly and speaks articulately in English.
- Position requires day, evening and weekend hours.
- Access to transportation.

# South Holland Public Library

## 16.0 Job Descriptions



**16.12 JOB TITLE: Head of Public Services**  
**DEPARTMENT: Public Services**  
**REPORTS TO: Library Director**  
**SUPERVISES: All Public Services Department Employees**

### **POSITION SUMMARY:**

This exempt, full-time position is responsible for the supervision of all public service functions in conformance with library policies, procedures and professional standards.

### **Responsibilities and Duties:**

- Provides friendly, courteous and accurate service to all users.
- Hires, trains, evaluates, supervises and manages Public Services staff.
- Compiles departmental statistics, including library database use, in order to prepare monthly and annual reports for the Library Director.
- Assists in the development of department budget and oversees appropriate expenditure of funds.
- Leads the department in innovations to fully serve the mission of the library.
- Assists the Library Director in the development of department goals and objectives.
- Oversees and assists with the collection development, selection and weeding of materials.
- Oversees the planning, implementation and review of all Public Services programs and activities.
- Schedules Public Services staff ensuring the Information Desk is appropriately staffed at all times.
- Oversees and provides reference, readers' advisory and other library service to all users.
- Coordinates the effective marketing of the Public Services Department through the library's newsletter, website, social media, and traditional media.
- Develops and oversees grant proposals related to Public Services.
- Oversees maintenance of displays, exhibits, bulletin boards and brochure racks in the Public Services Department.
- Oversees maintenance of calendars for meeting room and display case use.
- Oversees the recruiting, scheduling and activities of volunteers in Public Services.
- Represents the South Holland Public Library in the community and at professional events.
- Attends continuing education and networking events.
- Creates and maintains a procedure manual for the department.
- Acts as person-in-charge with other management team members in the absence of the Library Director.
- Works with the Library Director and other department heads on strategic planning and other library-wide issues, initiatives and events.
- Develops and maintains regular communication with colleges, community groups, business organizations and other adult-based facilities.
- Maintains appropriate communication and attitude with library staff, users and vendors.



# South Holland Public Library

## 16.0 Job Descriptions



- Assists in maintaining an appropriate atmosphere in the library.
- Complies with all library and personnel rules and regulations.
- Performs other work as assigned.

### **Knowledge, Skills and Abilities:**

- Knowledge of professional standards and best practices in reference, readers' advisory, collection development, program development and outreach for adults.
- Knowledge of bibliographic and reference tools, resources and practices.
- Ability to set priorities, make decisions, and exercise discretion with users and staff members.
- Ability to think analytically and exercise initiative.
- Ability to meet established deadlines, delegate duties and attend to details as appropriate.
- Ability to handle multiple and simultaneous tasks.
- Ability to supervise others and manage a department.
- Ability to develop and implement policies and procedures.
- Ability to establish and maintain effective relationships with staff members, local officials, community leaders, users and the media.
- Knowledge of computers and the Internet, Microsoft Office products and other relevant software programs.
- Ability to communicate effectively, both in writing and verbally, and to prepare and present reports and other information in the appropriate format.
- Ability to work effectively on a team.
- Ability to work the hours needed to complete the responsibilities of the Head of Public Services.
- Ability to reach, bend, stoop and lift up to 20 pounds and access library areas and materials.

### **Qualifications:**

- MLS from an ALA accredited program.
- Minimum of four (4) years of public library experience in services to adults.
- Minimum of two (2) years of supervisory experience.
- Reads, understands, writes legibly and speaks articulately in English.
- Position requires day, evening and weekend hours.
- Access to transportation.

# South Holland Public Library

## 16.0 Job Descriptions



**16.13 JOB TITLE: Public Services Librarian**  
**DEPARTMENT: Public Services**  
**REPORTS TO: Head of Public Services**

### **POSITION SUMMARY:**

This non-exempt, full-time or part-time position is responsible for providing reference service, readers' advisory, programming, interlibrary loan services, and collection development.

### **Responsibilities and Duties:**

- Provides friendly, courteous and accurate service to all users.
- Assists the Head of Public Services in meeting the goals and objectives of the department.
- Works effectively to provide efficient and exemplary customer service.
- Provides reference, research, readers' advisory, programming and other assistance to users at the Information Desk.
- Participates in collection development, selection and weeding in assigned areas of the adult collection.
- Teaches, demonstrates and markets library resources and databases.
- Assists, troubleshoots and trains users in the use of the online catalog, the Internet, databases, copiers, printers, library resources and equipment.
- Develops, schedules, presents and evaluates programs for adults.
- Creates bibliographies, brochures and marketing materials to promote programs and resources.
- Assists in interlibrary loan, OCLC and photocopy requests.
- Maintains various statistics as directed by the Head of Public Services.
- May schedule and regulate meeting room use by the public.
- Attends continuing education and networking events.
- Assists in maintaining an appropriate atmosphere in the library.
- May be assigned responsibility for general operations of the department in absence of the Head of Public Services.
- May serve on internal library committees.
- Complies with all library and personnel rules and regulations.
- Performs other work as assigned.

### **Knowledge, Skills and Abilities:**

- Knowledge of bibliographic and reference tools and resources.
- Knowledge of adult literature and readers' advisory tools and techniques.
- Working knowledge of Microsoft Office, software and Internet applications.
- Ability to use computer, electronic, and A-V equipment.
- Ability to work independently and carry out written and oral instruction.
- Ability to work with the public in a courteous and tactful manner.
- Possesses good customer service skills.
- Communicates effectively both in writing and verbally.

# South Holland Public Library

## 16.0 Job Descriptions



- Ability to plan and conduct programs.
- Ability to work effectively on a team.
- Ability to work the hours needed to complete the responsibilities of a Public Services Librarian.
- Ability to reach, bend, stoop and lift up to 20 pounds and access library areas and materials.

### **Qualifications:**

- MLS from an ALA accredited program or degree expected within six (6) months of hire.
- Library experience preferred.
- Reads, understands, writes legibly and speaks articulately in English.
- Position requires day, evening and weekend hours.
- Access to transportation.

# South Holland Public Library

## 16.0 Job Descriptions



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### 16.14 JOB TITLE: Public Services Substitute Librarian

**DEPARTMENT:** Public Services

**REPORTS TO:** Head of Public Services

#### **POSITION SUMMARY:**

This non-exempt, part-time position provides readers' advisory and reference services to users while working at the Information Desk.

#### **Responsibilities and Duties:**

- Provides friendly, courteous and accurate service to all users.
- Assists the Head of Public Services in the goals and objectives of the department.
- Provides reference, research, readers' advisory, programming and other assistance to users at the Information Desk.
- Promotes and demonstrates library resources and databases.
- Assists, troubleshoots and trains users in the use of the online catalog, the Internet, databases, copiers, printers and other library resources and equipment.
- Assists in maintaining an appropriate library atmosphere.
- Complies with all library and personnel rules and regulations.
- Performs other work as assigned.

#### **Knowledge, Skills and Abilities:**

- Knowledge of bibliographic and reference tools and resources.
- Knowledge of adult literature and readers' advisory tools and techniques.
- Working knowledge of Microsoft Office, software and Internet applications.
- Ability to use computer, electronic, and A-V equipment.
- Ability to work independently and carry out written and oral instruction.
- Ability to work with the public in a courteous and tactful manner.
- Possesses good customer service skills.
- Communicates effectively both in writing and verbally.
- Ability to plan and conduct programs.
- Ability to work effectively on a team.
- Ability to work the hours needed to complete the responsibilities of a Public Services Librarian.
- Ability to reach, bend, stoop and lift up to 20 pounds and access library areas and materials.

#### **Qualifications:**

- MLS from an ALA accredited program or degree expected within six (6) months of hire.
- Library experience preferred.
- Reads, understands, writes legibly and speaks articulately in English.
- Position requires day, evening and weekend hours.

# South Holland Public Library

## 16.0 Job Descriptions



**16.15 JOB TITLE: Public Services Assistant**  
**DEPARTMENT: Public Services**  
**REPORTS TO: Head of Public Services**

### **POSITION SUMMARY:**

This non-exempt, part-time position primarily develops and teaches computer classes, assists users in the use of computers, and answers questions at the Information Desk and in the Computer Lab.

### **Responsibilities and Duties:**

- Provides friendly, courteous and accurate service to all users.
- Assists the Head of Public Services in the goals and objectives of the department.
- Teaches technology skills to users.
- Provides ready reference, readers' advisory and other assistance to users at the Information Desk.
- Develops, schedules, presents and evaluates programs for adult users.
- May maintain statistics as directed by the Head of Public Services.
- Attends continuing education events.
- Assists in maintaining an appropriate library atmosphere.
- May serve on internal library committees.
- Complies with all library and personnel rules and regulations.
- Performs other work as assigned.

### **Knowledge, Skills and Abilities:**

- Possesses good customer service skills.
- Ability to work with Windows and MacOS computers and devices.
- Skilled at using Microsoft Office, Apple products, software, the Internet and applications.
- Intermediate level technology skills to enable teaching and troubleshooting.
- Ability to work and interact in a friendly yet professional manner with users and other library staff members.
- Flexibility to adjust to changes in directions and priorities and accept new challenges, responsibilities and assignments.
- Ability to work independently and carry out written and oral instructions.
- Ability to work effectively on a team.
- Ability to communicate effectively, both in writing and verbally.
- Ability to work the hours needed to complete the responsibilities of a Public Services Assistant.
- Ability to reach, bend, stoop and lift up to 20 pounds and access library areas and materials.

# South Holland Public Library

## 16.0 Job Descriptions



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### Qualifications:

- Associate degree or above in relevant field such as teaching and/or technology.
- Reads, understands, writes legibly and speaks articulately in English.
- Position requires day, evening and weekend hours.
- Access to transportation.

# South Holland Public Library

## 16.0 Job Descriptions



**16.16 JOB TITLE: Head of Technical Services**  
**DEPARTMENT: Technical Services**  
**REPORTS TO: Library Director**  
**SUPERVISES: All Technical Services Department Employees**

### **POSITION SUMMARY:**

This exempt, full-time position is responsible for the supervision of all technical service functions and staff members in conformance with library policies, procedures and professional standards.

### **Responsibilities and Duties:**

- Provides friendly, courteous and accurate service to all users.
- Hires, trains, evaluates, supervises and manages Technical Services staff.
- Assists the Library Director in the development of departmental goals and objectives.
- Recommends, develops, implements and evaluates plans for Technical Services.
- Maintains technical services statistics over time in order to prepare monthly and annual reports for the Library Director.
- Assists in development of department budget and oversees appropriate expenditure of funds.
- Creates and maintains Technical Services procedure manual.
- Oversees, performs and assists with work in all workflows including acquisitions, cataloging, serials, processing and deletion of library materials.
- Maintains the library's holdings in the online catalog according to professional standards.
- Performs SWAN database management activities of the library's holdings in the online catalog, including the identification and resolution of database-related problems, addition and removal of records, resolving the status of item records, and entering item records.
- Creates pre-catalog MARC records in the online catalog when no record is availability for on-order materials.
- Assigns classification numbers and description for materials in all formats according to DDC or approved alternative.
- Maintains a high level of technical proficiency to perform cataloging and technical processing work.
- Performs mathematical calculations in order to maintain monthly acquisition count for materials processed and withdrawn.
- Assists in the development of the periodical budget for print materials and digital resources, including recommending titles to continue, add or discontinue.
- Handles the ordering of print periodicals and interacts and corresponds with subscription agencies.
- Processes all periodical materials for shelf readiness, protection and circulation, including property stamping, labeling and covering.
- Receives and sorts public donations of materials.

# South Holland Public Library

## 16.0 Job Descriptions



- Makes determinations of whether donated materials should be passed on to selectors for approval to add to the library's collection, sent to the library's Donation Station used book area or discarded.
- Manages the disposal of donated materials and discarded/withdrawn items through a number of literacy programs.
- Attends continuing education and networking events.
- Maintains appropriate communication and attitude with library staff, users and vendors.
- Assists in maintaining an appropriate atmosphere in the library.
- Acts as person-in-charge with other management team members in the absence of the Library Director.
- Works with the Library Director and other department heads on strategic planning and other library-wide issues, initiatives and events.
- Complies with all library and personnel rules and regulations.
- Performs other work as assigned.

### **Knowledge, Skills and Abilities:**

- Knowledge of professional library standards and best practices in technical services.
- Knowledge of the current principles and procedures of bibliographic description, including DDC, MARC, AACR2, LCSH, and RDA.
- Knowledge of OCLC and online library catalog systems.
- Ability to work primarily in a workstation environment requiring extensive periods of sitting, using a computer keyboard and reading a computer monitor.
- Understands the importance of accurate materials handling.
- Ability to supervise others and manage a department.
- Ability to exercise initiative and to make independent decisions.
- Ability to use sound judgement and logical reasoning in resolving problems.
- Possesses interpersonal skills to work effectively with a variety of audiences.
- Ability to exercise discretion with users and staff members.
- Ability to work effectively on a team.
- Knowledge and experience in the use of library equipment and computer programs. This includes electronics, telephone, copy machine, and Microsoft Office programs.
- Ability to file and locate materials alphabetically and numerically by the Dewey Decimal System.
- Know core competencies for barcoders, as defined in the Illinois Statewide Cataloging Standards.
- Ability to develop and implement policies and procedures.
- Ability to communicate effectively, both in writing and verbally, and to prepare and present reports and other information in the appropriate format.
- Ability to work the hours needed to complete the responsibilities of the Head of Technical Services.
- Ability to reach, bend, stoop and lift up to 30 pounds and access library areas and materials.



# South Holland Public Library

## 16.0 Job Descriptions



### Qualifications:

- Minimum of four (4) years of public library experience in a technical services position.
- College coursework in Library Science, including cataloging, classification, acquisition and reference preferred.
- Supervisory experience preferred.
- Reads, understands, writes legibly and speaks articulately in English.
- Must be willing to work evening and Saturday hours when necessary.
- Access to transportation.

# South Holland Public Library

## 16.0 Job Descriptions



**16.17 JOB TITLE: Technical Services Assistant**  
**DEPARTMENT: Technical Services**  
**REPORTS TO: Head of Technical Services**

### **POSITION SUMMARY:**

This non-exempt, full-time or part-time position is responsible for a variety of technical services tasks, primarily entering items in the collection by processing them accurately and in a timely fashion.

### **Responsibilities and Duties:**

- Provides friendly, courteous and accurate service to all users.
- Process all non-fiction materials for the adult and young adult collections.
- Processes all audio-visual items.
- Processes new materials for shelf readiness, protection and circulation, including property stamping, labeling and covering.
- Maintains close attention to detail while performing repetitive tasks.
- Maintains the library's holdings in the online catalog according to professional standards.
- Searches for SWAN records and enters the appropriate information for the library's record.
- Creates pre-catalog MARC records in the online catalog when no record is availability for on-order materials.
- Places online orders for materials with vendors and maintains standing orders.
- Handles and unpacks the receipt of acquired items and distributes the materials to the appropriate staff.
- Verifies invoices of new materials and monitors material funds encumbered.
- Performs mathematical calculations in order to maintain monthly acquisition count for materials processed and withdrawn.
- Repairs scratched or damaged audio-visual materials.
- Maintains newspaper collection.
- Compiles and makes availability the monthly New Book and Audio-Visual lists.
- Attends continuing education and networking events.
- Maintains appropriate communication and attitude with library staff, users and vendors
- May serve on internal library committees.
- Complies with all library and personnel rules and regulations.
- Performs other work as assigned.

### **Knowledge, Skills and Abilities:**

- Knowledge of professional library practices, procedures and techniques.
- Ability to work primarily in a workstation environment requiring extensive periods of sitting, using a computer keyboard and reading a computer monitor.
- Understands the importance of accurate materials handling.
- Ability to exercise initiative and refer problems.

# South Holland Public Library

## 16.0 Job Descriptions



- Recognizes MARC bibliographic formats and understand coding of MARC records.
- Ability to learn computerized technical services procedures and data entry.
- Knowledge and experience in the use of library equipment and computer programs. This includes electronics, telephone, copy machine, and Microsoft Office programs.
- Ability to file and locate materials alphabetically and numerically by the Dewey Decimal System.
- Know core competencies for barcoders, as defined in the Illinois Statewide Cataloging Standards.
- Ability to work effectively on a team.
- Ability to communicate effectively, both in writing and verbally.
- Ability to work the hours needed to complete the responsibilities of the Technical Services Assistant.
- Ability to reach, bend, stoop and lift up to 30 pounds and access library areas and materials.

### **Qualifications:**

- High School diploma required.
- Previous library experience and/or course work preferred.
- Reads, understands, writes legibly and speaks articulately in English.
- Must be willing to work evening and Saturday hours when necessary.
- Access to transportation.

# South Holland Public Library

## 16.0 Job Descriptions



**16.18 JOB TITLE: Technical Services Clerk**  
**DEPARTMENT: Technical Services**  
**REPORTS TO: Head of Technical Services**

### **POSITION SUMMARY:**

This non-exempt, part-time position is responsible for a variety of technical services tasks, primarily entering items in the collection by processing them accurately and in a timely fashion.

### **Responsibilities and Duties:**

- Provides friendly, courteous and accurate service to all users.
- Processes all fiction book materials for the adult and young adult collections.
- Processes all book materials for the Youth Services Department.
- Processes new materials for shelf readiness, protection and circulation, including property stamping, labeling and covering.
- Maintains close attention to detail while performing repetitive tasks.
- Maintains the library's holdings in the online catalog according to professional standards.
- Searches for SWAN records and enters the appropriate information for the library's record.
- Perform basic mathematical calculations in order to maintain monthly acquisition count for materials processed and withdrawn.
- Repairs damaged and worn library materials.
- Switches out worn library materials with new replacements.
- Assists in maintaining the newspaper collection.
- May attend continuing education events.
- Maintains appropriate communication and attitude with library staff and users.
- Complies with all library and personnel rules and regulations.
- Performs other work as assigned.

### **Knowledge, Skills and Abilities:**

- Knowledge of professional library practices, procedures and techniques.
- Ability to work primarily in a workstation environment requiring extensive periods of sitting, using a computer keyboard and reading a computer monitor.
- Understands the importance of accurate materials handling.
- Ability to exercise initiative and refer problems.
- Recognizes MARC bibliographic formats.
- Ability to learn computerized technical services procedures and data entry.
- Knowledge and experience in the use of library equipment and computer programs. This includes electronics, telephone, copy machine, and Microsoft Office programs.
- Ability to file and locate materials alphabetically and numerically by Dewey Decimal System.
- Know core competencies for barcoders, as defined in the Illinois Statewide Cataloging Standards.

# South Holland Public Library

## 16.0 Job Descriptions



- Ability to work effectively on a team.
- Ability to communicate effectively.
- Ability to work the hours needed to complete the responsibilities of the Technical Services Clerk.
- Ability to reach, bend, stoop and lift up to 30 pounds and access library areas and materials.

### **Qualifications:**

- High School diploma required.
- Previous library experience and/or course work preferred.
- Reads, understands, writes legibly and speaks articulately in English.
- Must be willing to work Saturday and evening hours when necessary.
- Access to transportation.

# South Holland Public Library

## 16.0 Job Descriptions



**16.19 JOB TITLE: Head of Youth Services**  
**DEPARTMENT: Youth Services**  
**REPORTS TO: Library Director**  
**SUPERVISES: All Youth Services Department Employees**

### **POSITION SUMMARY:**

This exempt, full-time position is responsible for the supervision of all youth and teen service functions in conformance with library policies, procedures and professional standards.

### **Responsibilities and Duties:**

- Provides friendly, courteous and accurate service to all users.
- Leads the department in professional standards and best practices for readers' advisory, reference work, collection development, program development, and outreach activities for youth, teens and families.
- Hires, trains, evaluates, supervises and manages Youth Services staff.
- Assists the Library Director in the development of department goals and objectives.
- Recommends, develops, implements and evaluates plans for Youth Services.
- Maintains youth services statistics over time in order to prepare monthly and annual reports for the Library Director.
- Assists in development of department budget and oversees appropriate expenditures of funds.
- Inspires Youth Services staff to try new and creative ventures to improve the library experience and quality of life for youth, teens and families.
- Oversees and provides reference, readers advisory and other library service to youth, teens and families.
- Oversees and assists with collection development, selection and weeding of materials.
- Oversees the planning, implementation and review of all Youth Services programs and activities.
- Oversees maintenance of displays, exhibits, bulletin boards and brochure racks in the Youth Services Department.
- Represents the South Holland Public Library in the community and at professional events.
- Attends continuing education and networking events.
- Maintains appropriate communication and attitude with library staff, users and vendors.
- Coordinates the effective marketing of the Youth Services Department through the library's newsletter, website, social media, and traditional media.
- Develops and maintains regular communication with schools, daycare centers and other youth-based facilities.
- Oversees the recruiting, scheduling and activities of volunteers in Youth Services.
- Creates and maintains a Youth Services procedure manual.
- Acts as person-in-charge with other management team members in the absence of the Library Director.
- Develops and oversees grant proposals related to Youth Services.

# South Holland Public Library

## 16.0 Job Descriptions



- Works with the Library Director and other department heads on strategic planning and other library-wide issues, initiatives and events.
- Assists in maintaining an appropriate atmosphere in the library.
- Complies with all library and personnel rules and regulations.
- Performs other work as assigned.

### **Knowledge, Skills and Abilities:**

- Knowledge of library philosophies, practices, procedures and technologies, especially in services to youth, teens and families.
- Ability to set priorities, make decisions, and exercise discretion with users and staff members.
- Ability to think analytically and to exercise initiative.
- Ability to meet established deadlines, delegate duties and attend to details as appropriate.
- Ability to develop and implement policies and procedures.
- Ability to establish and maintain effective relationships with staff members, school officials, community leaders, users, and the media.
- Ability to supervise others and manage a department.
- Ability to work effectively on a team.
- Knowledge of computers, the Internet, email, social media, Microsoft Office products and other relevant software programs.
- Ability to communicate effectively, both in writing and verbally, and to prepare and present reports and other information in the appropriate format.
- Ability to work the hours needed to complete the responsibilities of the Head of Youth Services.
- Ability to reach, bend, stoop and lift up to 20 pounds and access library areas and materials.

### **Qualifications:**

- MLS from an ALA accredited program
- Minimum of three (3) years of public library experience in Youth or Young Adult services
- Supervisory experience preferred
- Reads, understands, writes legibly and speaks articulately in English
- Position requires day, evening and weekend hours.
- Access to transportation

# South Holland Public Library

## 16.0 Job Descriptions



**16.20 JOB TITLE: Youth Services Librarian**  
**DEPARTMENT: Youth Services**  
**REPORTS TO: Head of Youth Services**

### **POSITION SUMMARY:**

This non-exempt, full-time or part-time position involves programming, customer service, material selection and a variety of other duties providing services to youth, teens and families.

### **Responsibilities and Duties:**

- Provides friendly, courteous and accurate service to all users.
- Provides reference, reader's advisory and other library services to youth, teens and families.
- Regularly scheduled on the youth reference desk 80% of the time.
- Initiates, prepares and presents programs for infants through 12<sup>th</sup> grade.
- Shares responsibility for collection development, selection and weeding of all materials in the Youth Services Department.
- Shares responsibility for arranging and conducting group visits to the library, school visits, and outreach to the community.
- Assists users in the use of electronic and computer equipment.
- Plans and develops bulletin boards, decorations and displays in the Youth Services Department.
- Assists users in the use of the online catalog and other library resources.
- Processes material requests by users in an accurate manner.
- Assists in maintaining an appropriate atmosphere in the library.
- May be assigned responsibility for general operations of the department in absence of the Head of Youth Services.
- May serve on internal library committees.
- Attends appropriate continuing education and networking events.
- Complies with all library and personnel rules and regulations.
- Performs other work as assigned.

### **Knowledge, Skills and Abilities:**

- Knowledge of bibliographic and reference tools and resources.
- Knowledge of children's and young adult literature.
- Working knowledge of computer and Internet applications.
- Ability to type 40 words per minute.
- Ability to use computer, electronic, and A-V equipment.
- Ability to work independently and carry out written and oral instruction.
- Ability to work with the public in a courteous and tactful manner.
- Ability to establish good rapport with youth, teens and families.
- Ability to plan and conduct programs.
- Ability to communicate effectively, both in writing and verbally.



# South Holland Public Library

## 16.0 Job Descriptions



- Ability to work effectively on a team.
- Ability to work the hours needed to complete the responsibilities of a Youth Services Librarian.
- Ability to reach, bend, stoop and lift up to 20 pounds and access library areas and materials.

### **Qualifications:**

- MLS from an ALA accredited program or degree expected in six (6) months of hire.
- Minimum of one (1) year professional experience working with children or teens.
- Library experience preferred.
- Reads, understands, writes legibly and speaks articulately in English.
- Position requires day, evening and weekend hours.
- Access to transportation.

# South Holland Public Library

## 16.0 Job Descriptions



**16.21 JOB TITLE: Youth Services Assistant**  
**DEPARTMENT: Youth Services**  
**REPORTS TO: Head of Youth Services**

### **POSITION SUMMARY:**

This non-exempt, part-time position is responsible for providing services to users in the Youth Services Department.

### **Responsibilities and Duties:**

- Provides friendly, courteous and accurate service to all users
- Provides reference, reader's advisory, and other library services to youth, teens and families.
- Regularly scheduled on the Youth Services reference desk.
- Prepares and presents age-appropriate library programs for infants through 12<sup>th</sup> grade, in conjunction with other Youth Services Staff.
- Assists with development, selection and weeding of selected materials in the Youth Services collections.
- Assists in outreach to the community by marketing and promoting library services and programs.
- Travels to other institutions, such as schools and daycare centers, to conduct and promote library services in conjunction with other Youth Services staff.
- Assists users in the use of electronic and computer equipment.
- May attend continuing education events.
- May serve on internal library committees.
- Assists in maintaining an appropriate atmosphere in the library.
- Complies with all library and personnel rules and regulations.
- Performs other work as assigned.

### **Knowledge, Skills and Abilities:**

- Knowledge of children's literature.
- Knowledge of basic reference tools and resources.
- Working knowledge of computer and Internet applications.
- Ability to work independently and carry out written and oral instruction.
- Ability to use computer, electronic and A-V equipment.
- Ability to establish good rapport with youth, teens and families.
- Ability to work with the public in a courteous and tactful manner.
- Ability to type 40 words per minute.
- Ability to work effectively on a team
- Ability to communicate effectively.
- Ability to work the hours needed to complete the responsibilities of a Youth Services Assistant.

# South Holland Public Library

## 16.0 Job Descriptions



- Ability to reach, bend, stoop and lift up to 20 pounds and access library areas and materials.

### **Qualifications:**

- Some college required, Bachelor's Degree preferred.
- Proven competency in working with children and/or teens through course work or work experience.
- Library experience preferred.
- Reads, understands, writes legibly and speaks articulately in English.
- Position requires day, evening and weekend hours.
- Access to transportation.

# South Holland Public Library

## 16.0 Job Descriptions



**16.22 JOB TITLE: Youth Services Clerk**  
**DEPARTMENT: Youth Services**  
**REPORTS TO: Head of Youth Services**

### **POSITION SUMMARY:**

This non-exempt, part-time position involves a variety of support and circulation duties.

### **Responsibilities and Duties:**

- Provides friendly, courteous and accurate service to all users.
- Provides circulation and other library services to youth, teens and their families.
- Regularly scheduled on the Youth Services circulation desk.
- May assist at Youth Services programs.
- Maintains a neat, clean and well organized Youth Services circulation area.
- May assist users in the use of the online catalog and other library resources.
- Assists in processing material requests by users in an accurate manner.
- Assists users in the use of electronic and computer equipment.
- May attend continuing education events.
- Maintains appropriate communication and attitude with library staff and users.
- Assists in maintaining an appropriate atmosphere in the library.
- Complies with all library and personnel rules and regulations.
- Performs other work as assigned.

### **Knowledge, Skills and Abilities:**

- Working knowledge of computer and Internet applications.
- Ability to work independently and carry out written and oral instruction.
- Ability to use computer, electronic and A-V equipment.
- Ability to establish good rapport with youth, teens and families.
- Ability to type 40 words per minute.
- Ability to work effectively on a team.
- Ability to work the hours needed to complete the responsibilities of a Youth Services Clerk.
- Ability to reach, bend, stoop and lift up to 20 pounds and access library areas and materials.

### **Qualifications:**

- High school degree required.
- Reads, understands, writes legibly and speaks articulately in English.
- Position requires day, evening and weekend hours.
- Access to transportation.

# South Holland Public Library

## 16.0 Job Descriptions



**16.23 JOB TITLE: Youth Services Page**  
**DEPARTMENT: Youth Services**  
**REPORTS TO: Head of Youth Services**

### **POSITION SUMMARY:**

This non-exempt, part-time position responsible for shelving all library materials in the Youth Services Department.

### **Responsibilities and Duties:**

- Provides friendly, courteous and accurate service to all users.
- Shelves all materials in the Youth Services Department.
- Reads shelves to keep materials in order.
- Brings down and empties Youth Services' cart of returned materials that is kept in the Circulation Department.
- Sorts all materials pertaining to Youth Services.
- Shifts library collection as needed.
- Picks up and shelves materials left on library tables.
- Assists users with directional questions.
- Helps maintain a clean, neat and orderly department.
- Maintains appropriate communication and attitude with library staff and users.
- May fill in at Youth Services circulation desk as needed.
- Complies with all library and personnel rules and regulations.
- Performs other work as assigned.

### **Knowledge, Skills and Abilities:**

- Ability to work courteously with the public and exercise discretion.
- Ability to work independently and carry out written and oral instruction.
- Ability to alphabetize and learn the library classification system.
- Ability to refer questions appropriately.
- Ability to work effectively on a team.
- Ability to work the hours needed to complete the responsibilities of the Youth Services Page.
- Ability to stand for extended periods of time.
- Ability to move loaded book carts.
- Ability to reach, bend, stoop and lift up to 20 pounds and access library areas and materials.

### **Qualifications:**

- Must be at least 16 years of age.
- Reads, understands, writes legibly and speaks articulately in English.
- Position requires day, evening and weekend hours.